

FARMINGTON POLICE DEPARTMENT

POLICY AND PROCEDURE



Policy Number:
422-05 **Effective Date:**
08/28/2017

Subject:
Employee Assistance Program

Approved by:

A handwritten signature in black ink, appearing to read "ST. D. Hebbe".

Steven D. Hebbe, Chief of Police



PURPOSE:

To provide services consisting of an Employee Assistance Program and/or Critical Incident Stress Defusing for employees and their dependents to assist in overcoming conditions, events, situations, or circumstances which may adversely impact the employee's job performance, job satisfaction, health, familial relationships, or fiscal status.

POLICY:

It is our policy to provide our employees with a program that will assist them with personal, family, financial, substance abuse or other related problems. This program will also provide for critical incident stress debriefing in instances where an employee is involved in a highly stressful or traumatic experience.

PROCEDURE:

Definitions:

Demobilization: a quick informational and rest session applied when operations units have been released from service at a major incident that requires over 2/3 of all available personnel. It serves a secondary function as a screening opportunity to assure that individuals who may need assistance are identified after the traumatic event. It should be applied immediately after work teams have been released from the major incident and before personnel return to normal duties. Its goals include: assessment of well-being of personnel after a major incident, mitigate impact of event, provide stress management information to personnel, provide an opportunity for rest and food before returning to routine duties and assess the need for debriefing and other services.

Crisis Management Briefing (CMB): a large group crisis intervention technique designed for use with large groups of primary victims. Its goals include: provide information, rumor control, reduce the sense of chaos, provide coping resources, facilitate follow-up care, assess further needs of the group and restore personnel to adaptive functions.

Defusing: A shortened version of a debriefing provided within hours (should be provided within eight hours of an incident) of a traumatic event. If possible, it should be provided immediately after the incident. Its goals include: mitigate the impact of the event, reduce cognitive, emotional and physiological symptoms, accelerate

the recovery process, assess the need for debriefings and other services and identify individuals who may need additional services.

Critical Incident Stress Debriefing (CISD): a structured, small group crisis intervention process. It is an active, temporary and supportive small group process that focuses on building up a group's resistance to traumatic stressors. A CISD is ordinarily provided between 24-72 hours after a traumatic event. Its goals include: lowering tension and mitigating a small group's reaction to a traumatic event; facilitation of normal recovery processes of normal people within a small group who are having normal reactions to an abnormal event; and identification of people within a group who might be in need of additional individual support or in some cases, a referral for professional psychotherapy. Please Note: A Mental Health Professional is always required at a CISD.

Employee Assistance Program:

The City of Farmington will provide all employees and their dependent family members with an Employee Assistance Program. To obtain services, employees may contact the service provider at any time by calling a toll free number. The toll free number and information pertaining to the Employee Assistance Program will be posted throughout the Department, or may be obtained from Department supervisors or from the City of Farmington Human Resources Department.

An employee may request assistance on a self referral basis or by notifying his/her supervisor of a problem that is adversely affecting his/her job performance. The EAP Provider determines the appropriate professional provider best suited to meet the needs of the employee. The selected professional service provider will assist the employee in assessing the problem and the services needed to best resolve the problem. Employee information gained as a result of this process will be confidential and only that information specifically authorized to be released by the employee will be reported by the service provider to the Human Resources Director and the Chief of Police.

An employee's supervisor, through the Chief or his designee, may contact the Human Resources Department to arrange assistance for an employee whose job performance is being adversely affected by personal problems. The employee will be counseled regarding expected job performance and will be advised of the resources available to the employee in meeting those standards.

Participation in the Employee Assistance Program may be required by the Chief, or his designee, as a condition of continued employment.

Under such circumstances, the EAP Provider will provide only information regarding whether the employee kept the appointment(s), whether recommendations were made to the employee, and whether the employee is following through with the recommendations. Any other information regarding the employee's required participation, and the results thereof, may only be obtained by the Chief and the Human Resources Director if the employee voluntarily signs an agreement authorizing the release of the information.

Independent of the Employee Assistance Program, the Chief of Police may recommend to the City Manager that an employee undergo a Fitness for Duty Evaluation. Under such circumstances, the service provider shall be notified in advance of the mandatory nature of the employee's participation and confirmation that the City of Farmington shall be responsible for the costs of such services. Services mandated and paid for by the City of Farmington, shall result in a written report to the Human Resources Department and the Chief, or his designee, detailing the services provided, the results of the services provided, and any additional recommendations from the service provider.

Supervisor training will be provided by the contracted Employee Assistance Professional on the use and application of the Employee Assistance Program, supervisor role and responsibility, and identification of employee behaviors which may indicate the existence of employee concerns, problems or issues that could impact employee performance. A supervisor's manual of instruction in the administering of the EAP Program is available to all supervisors at the Human Resources Department.

In the event of a highly traumatic or stressful experience, the Chief or his designee may contact the Employee Assistance Program Provider to institute a formal Critical Incident Stress Debriefing. This formal Debriefing should be held as soon as is practical after the event.

Critical Incident Stress Management:

In the event that Department employees are involved in a highly traumatic or stressful experience, members of the Department specially trained in providing critical incident stress management services may be summoned to assist Department employees in dealing with stressors related to the incident or experience. Critical Incident Stress Management team members are trained in the administration of crisis management techniques including, demobilizations, crisis management briefing, defusing, and critical incident stress debriefings. The timely use of critical incident management techniques tends to decrease the frequency and severity of long-term distress associated with highly traumatic or stressful experiences. The team is led by the Critical Incident Stress Management team coordinator who is responsible for the planning and organizing of team activities.

The on-duty supervisor handling the event has the authority to contact the CISM team coordinator to summon Departmental Critical Incident Stress Management team members at any time the supervisor deems they may be of assistance in maintaining the wellness of the employees involved in the event. Supervisors, on behalf of all affected employees, are encouraged to actively provide for an opportunity for employees to obtain the benefits associated with critical incident stress management defusing techniques in conjunction with the Department's trained Critical Incident Stress Management team members. Critical incident stress management techniques should be considered and obtained as soon as possible after the immediate needs of the event have been addressed.

While not mandatory, the department encourages all officers involved in the critical incident to attend the defusing. In order to encourage open dialog, supervisors who were not actively involved in the critical incident should not attend the defusing.

A critical incident stress defusing should be conducted in response to the following critical incidents;

- Homicides
- Officer involved shootings
- Any call involving the death or serious injury of a child
- Fatal traffic accidents or accidents involving serious injury
- Any call for service deemed especially violent or traumatic

In the community's best interests, the Department, in conjunction with the on-duty supervisor and Departmental Critical Incident Stress Management team coordinator, may choose to widen the scope of some portions of the Critical Incident Stress Management efforts to include other emergency service providers (other involved law enforcement agencies' employees, emergency dispatchers, fire fighters, ambulance crews, etc.) or involved civilians, as needed.

There are situations where only one officer has been faced with the stressors of a critical incident and a full defusing is not warranted. In these cases, supervisors should contact the team coordinator and ask that a member of the CISM team reach out to that officer for one-on-one interaction in order to decrease the frequency and severity of long-term distress associated with highly traumatic or stressful experience.

All officer interactions with the CISM team are confidential and should not be disclosed to a supervisor except in the following instances;

- It is believed the employee may harm themselves or others
- A criminal act has occurred, is occurring, or will occur